

CLAIMS

1. A system for returning merchandise to a merchant, the system comprising:

a merchant computer in communication with a customer computer over a computer network, wherein the merchant computer includes a processor coupled to a memory area;

a first control logic stored in the memory area and executable by the processor of the merchant computer for receiving a merchandise identifier from a customer for identifying the merchandise to be returned;

a second control logic stored in the memory area and executable by the processor of the merchant computer for determining whether the merchandise is eligible to be returned by searching a memory area of the merchant computer using the merchandise identifier;

a third control logic stored in the memory area and executable by the processor of the merchant computer for creating a merchandise return form having the merchandise identifier of the merchandise that is eligible to be returned, based on said determining, said merchandise return form being capable of being edited by the customer;

a fourth control logic stored in the memory area and executable by the processor of the merchant computer for transmitting the merchandise return form from the merchant computer to the customer over the computer network for displaying on the customer computer; and

a fifth control logic stored in the memory area and executable by the processor of the merchant computer for receiving the edited merchandise return form at the merchant computer over the computer network from the customer computer.

2. The system of claim 1 further comprising a sixth control logic stored in the memory area and executable by the processor of the merchant computer for receiving an invoice identifier associated with an invoice having the merchandise identifier of merchandise to be returned.

3. The system of claim 2 wherein the sixth control logic further comprises providing the customer with a search engine to search for the invoice identifier.

4. The system of claim 2 further comprising a seventh control logic stored in the memory area and executable by the processor of the merchant computer for transmitting the invoice having the merchandise identifier to the customer computer for display.

5. The system of claim 1 further comprising a sixth control logic stored in the memory area and executable by the processor of the merchant computer for prompting a customer to enter a reason for returning the merchandise into the customer computer.

6. The system of claim 1 wherein the first control logic further comprises receiving a quantity of merchandise having that merchandise identifier to be returned.

7. The system of claim 6 wherein the first control logic further comprises receiving a merchandise SKU number.

8. The system of claim 1 further comprising a sixth control logic stored in the memory area and executable by the processor of the merchant computer for receiving a reason for returning the unwanted merchandise from the customer.

9. The system of claim 8 wherein the sixth control logic further comprises providing the customer with an option to select from a predefined list or reasons.

10. The system of claim 1 wherein the second control logic further comprises searching a database of returned merchandise to determine whether unwanted merchandise was previously returned.

11. The system of claim 1 wherein the fourth control logic includes displaying a quantity of the merchandise, a merchandise identifier, a description of the merchandise, a reason for returning the merchandise, and an invoice identifier having the merchandise identifier of the merchandise.

12. The system of claim 1 further comprising an sixth control logic stored in the memory area and executable by the processor of the merchant computer for displaying an merchandise return label identifying the merchandise, wherein the merchandise return label is capable of being printed and sent with the merchandise to the merchant.

13. A system for returning unwanted merchandise to a merchant over a computer network, the system comprising:

a merchant computer coupled with a customer computer through the computer network, the customer computer providing a merchandise identifier associated with the unwanted merchandise to the merchant computer, wherein the merchant computer has a memory area that is searchable for determining whether the merchandise corresponding to the received merchandise identifier is eligible to be returned; and

an executable program code stored in the memory area of the merchant computer for creating an unwanted merchandise return form to display on the customer computer having the merchandise identifier of the merchandise that is eligible to be returned, for receiving an input to the unwanted merchandise return form, displayed on the customer computer, from the customer to indicate that the customer has finished completing the unwanted merchandise return form, and for receiving the completed unwanted merchandise return form at the merchant computer over the computer network from the customer computer.

14. The system of claim 13 wherein the executable program code further comprises program code for prompting a customer to enter a reason for returning the merchandise into the customer computer.

15. The system of claim 13 wherein the executable program code further comprises program code for prompting a customer to enter the quantity of merchandise having that merchandise identifier to be returned.

16. The system of claim 15 wherein the executable program code further comprises program code for prompting a customer to enter a merchandise SKU number.

17. The system of claim 13 wherein the executable program code further comprises program code for prompting a customer to enter a reason for returning the merchandise.

18. The system of claim 17 wherein the executable program code further comprises program code for providing the customer with the option to select from a predefined list of reasons for returning the merchandise.

19. The system of claim 13 wherein the executable program code further comprises program code for providing the customer with a search engine to search for the invoice number.

20. The system of claim 13 wherein the executable program code further comprises program code for searching a database of returned merchandise to determine whether merchandise was previously returned.

21. The system of claim 13 wherein the executable program code further comprises program code for displaying the unwanted merchandise return form having a quantity of the unwanted merchandise, the merchandise identifier associated with the unwanted merchandise, a reason for returning the unwanted merchandise, and the invoice number of an invoice having the unwanted merchandise printed thereon.

22. The system of claim 13 further comprising a printer for printing an unwanted merchandise return label, wherein the unwanted return label is sent with the unwanted merchandise to the merchant.

23. A system for returning unwanted merchandise to a merchant over a computer network, the system comprising:

a merchant computer coupled with a customer computer through the computer network, the customer computer providing a merchandise identifier associated with the unwanted merchandise to the merchant computer, wherein the merchant computer has a memory area that is searchable for determining whether the merchandise corresponding to the received merchandise identifier is eligible to be returned; and

a means for creating an unwanted merchandise return form to display on the customer computer, wherein the form has the merchandise identifier of the merchandise that is eligible to be returned, for receiving an input to the unwanted merchandise return form, displayed on the customer computer, from the customer to indicate that the customer has finished completing the unwanted merchandise return form, and for receiving the completed unwanted merchandise return form at the merchant computer over the computer network from the customer computer.

24. The system of claim 23 wherein the means for creating an unwanted merchandise return form is executable program code residing in the memory area of the merchant computer.

25. The system of claim 24 wherein the executable program code further comprises program code for prompting a customer to enter a reason for returning the merchandise into the customer computer.

26. The system of claim 24 wherein the executable program code further comprises program code for prompting a customer to enter the quantity of merchandise having that merchandise identifier to be returned.

27. The system of claim 26 wherein the executable program code further comprises program code for prompting a customer to enter a merchandise SKU number.

28. The system of claim 24 wherein the executable program code further comprises program code for prompting a customer to enter a reason for returning the merchandise.

29. The system of claim 28 wherein the executable program code further comprises program code for providing the customer with the option to select from a predefined list or reasons.

30. The system of claim 24 wherein the executable program code further comprises program code for providing the customer with a search engine to search for the invoice number.

31. The system of claim 24 wherein the executable program code further comprises program code for searching a database of returned merchandise to determine whether merchandise was previously returned.

32. The system of claim 24 wherein the executable program code further comprises program code for displaying the unwanted merchandise return form having a quantity of the unwanted merchandise, the merchandise identifier associated with the unwanted merchandise, a reason for returning the unwanted merchandise, and the invoice number of an invoice having the unwanted merchandise printed thereon.

33. The system of claim 24 further comprising a printer for printing an unwanted merchandise return label, wherein the unwanted return label is sent with the unwanted merchandise to the merchant.

34. A method for returning unwanted merchandise to a merchant having a merchant computer in communication with a customer computer over a computer network, the method comprising:

receiving a merchandise identifier from a customer for identifying the unwanted merchandise to be returned;

determining whether the unwanted merchandise is eligible to be returned by searching a memory area of the merchant computer using the merchandise identifier;

creating an unwanted merchandise return form having the merchandise identifier of the merchandise that is eligible to be returned, based on said determining, said unwanted merchandise return form being capable of receiving input from the customer;

transmitting the unwanted merchandise return form from the merchant computer to the customer over the computer network for displaying on the customer computer;

receiving an input to the unwanted merchandise return from the customer to indicate that the customer has finished completing the unwanted merchandise return form; and

receiving the completed unwanted merchandise return form at the merchant computer over the computer network from the customer computer.

35. The method of claim 34 further comprising receiving an invoice identifier associated with an invoice having the merchandise identifier of unwanted merchandise to be returned.

36. The method of claim 35 wherein receiving an invoice identifier further comprises providing the customer with a search engine to search for the invoice identifier.

37. The method of claim 35 further comprising transmitting the invoice having the merchandise identifier to the customer computer for display.

38. The method of claim 34 further comprising prompting a customer to enter a reason for returning the unwanted merchandise into the customer computer.

39. The method of claim 34 wherein receiving a merchandise identifier further comprises receiving a quantity of merchandise having that merchandise identifier to be returned.

40. The method of claim 39 wherein receiving a merchandise identifier further comprises receiving a merchandise SKU number.

41. The method of claim 34 further comprising receiving a reason for returning the unwanted merchandise from the customer.

42. The method of claim 41 wherein receiving a reason further comprises providing the customer with an option to select from a predefined list or reasons.

43. The method of claim 34 wherein determining whether the unwanted merchandise is eligible to be returned further comprises searching a database of returned merchandise to determine whether unwanted merchandise was previously returned.

44. The method of claim 34 wherein transmitting a unwanted merchandise return form includes displaying a quantity of the unwanted merchandise, a merchandise identifier, a description of the unwanted merchandise, a reason for returning the unwanted merchandise, and an invoice identifier having the merchandise identifier of the unwanted merchandise.

45. The method of claim 34 further comprising displaying an unwanted merchandise return label identifying the unwanted merchandise, wherein the unwanted merchandise return label is capable of being printed and sent with the unwanted merchandise to the merchant.